



PUBLIC NOTICE

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FCC Announces Expanded ULS Technical Support Hours

The Commission's Wireless Telecommunications Bureau announces expanded hours for Universal Licensing System (ULS) technical support. ULS users may now reach the FCC Technical Support Hotline by phone from 7 a.m. to 10 p.m. weekdays. Weekend service is newly available. On Saturdays that Hotline will be open from 8 a.m. to 7 p.m., and on Sundays from 12 p.m. to 6 p.m. See our revision of the standard ULS contact information below for details on how to contact the Commission for ULS support. E-mail queries to ulscomm@fcc.gov will also be answered during these expanded service hours.

The Commission continues to provide assistance with questions regarding licensing requirements and ULS forms weekdays from 8 a.m. to 5:30 p.m.

The Commission listed the expanded hours in [Public Notice DA 00-1196](#) of June 1, 2000, which announced the June 2000 edition of Form 601 for electronic filing via the ULS, without drawing specific attention to the fact that the hours represented an increase in our customer service outreach. The Technical Support Hotline now provides an additional 42 hours of technical support weekly, for a total of 92 hours weekly. Customer demand will determine whether there will be further changes to this schedule.

Our standard contact information for ULS and certain other Commission information now reads as follows:

FCC Technical Support Hotline: 202-414-1250 (TTY 202- 414-1255), or via e-mail at ulscomm@fcc.gov. Contact the Technical Support Hotline about questions concerning computer access to ULS, TIN registration, uploading files, or submitting attachments in ULS. The hotline is available Monday through Friday, from 7 a.m. to 10 p.m., on Saturdays from 8 a.m. to 7 p.m., and Sundays from 12 p.m. to 6 p.m., all times Eastern Time. In order to provide better service to ULS users and ensure the security of the electronic filing system, all calls to the hotline are recorded.

ULS Licensing Support and Forms Information: 1-888-CALLFCC (225-5322), choose option #2. E-mail questions may be sent to ulshelp@fcc.gov. Contact Licensing Support with questions about which application purpose(s) are appropriate for a particular filing, what information is being requested on a ULS form or schedule, or any other ULS-related licensing matter. ULS Licensing Support is available Monday through Friday, from 8:00 a.m. to 5:30 p.m. Eastern Time.

Obtaining Forms: The FCC offers several ways to obtain forms. Forms can be acquired via the FCC forms page at <http://www.fcc.gov/formpage.html>; via the Forms Request System (forms are mailed to those who request them) at 1-800-418-FORM (3676); and via the Fax on Demand System at 202-418-0177.